

Newsletters

WELCOME TO THE 2ND EDITION OF OUR
WARWICKSHIRE COUNTY COUNCIL NEWLETTER

ISSUE 2 MAY 2015

TEMP SPOTLIGHT

Olivia Quinn, has been working for WCC for the last 8 months providing a 'Meet & Greet' service at Shire Hall during which time she has dealt with a huge range of queries and requests from the general public, some of them a little bit strange! She has been a witness at a wedding, rescued a bagful of cats, and rehomed a family of ducks so life is never boring but she takes it all in her stride. Her manager Ruth Jones said

"Olivia started with the M&G team in August 2014 to help cover a maternity leave vacancy. She is friendly, pleasant, professional and enjoys delivering a high standard of service. She learnt the role quickly and is competent to work on her own. She uses her own initiative when things need to be reported/completed without having to be asked and is also a good team player."

She is a pleasure to work with and has a good sense of humour."

We are delighted to hear Olivia is doing such a great job and would love to hear more of your positive comments on our workers so we can put them in the 'Spotlight' in future newsletters.



Next Manager's FORUM

Our first Manager's Forum last December was a great success so we are hoping to build on this and are delighted to invite you to our next session on June 17th 12pm to 2pm to be held in the Ante Chamber, Shire Hall, Warwick.

Did You Know?

Pertemps recruit to many varied and diverse roles across all departments of the council. Examples of just a few posts recently recruited to are:

- Service Manager
- Programme Manager
- Project Manager
- Business Analyst
- Complex Needs Manager
- Staff Engagement & Internal
- Communications Officer
- Audit Manager
- Handyman
- Legal Clerical Officer
- Approved Mental Health Practitioner

PAWS - Pertemps Agency Worker System

Any manager new to PAWS can contact one of the Pertemps Team on **01926 316400** who will be happy to register you and provide some instruction on how to use the system.

A FACE TO A NAME



Left to right Miriam Kisby, Teresa Quinn, Corinne Sheasby, Eva Marriott, Danielle Raymond

Many of you will have met at least one member of our team and spoken to others on the phone but it is always nice to put a face to a name

Where are we??

The Pertemps Team is based in Leamington Spa at 83, Warwick Street however, in addition, use of our Midlands branch network to recruit and interview potential candidates means we can be flexible and make it easy for job hunters from all over the region to register. Team contact number - **01926316400**

Customer Satisfaction Survey - Results

As part of our programme of continuous improvement we recently invited all hiring managers who had used our service in the previous 3 months to complete a satisfaction survey. The survey questions related to the manager's experience of PAWS (our online order and timesheet system), the timeliness of receiving CV's, communication during the recruitment process, the quality of candidates, and their experience of our Pertemps Team. The overall satisfaction result was 100% which of course we are delighted with but we will be scrutinising the feedback provided in the survey comments to identify where any improvement can be made. We always welcome feedback on our service so if you have any comments to make please do not hesitate to contact our Account Manager **Corinne Sheasby** on **07771 820573**

REMINDERS Timesheets

All temporary workers must submit their timesheets by 9am every Monday and managers have until 12 noon to approve them. If you are not going to be able to meet this deadline please contact one of the Pertemps Team on **01926 316400** as any delay will affect your temporary workers pay and potentially result in a late payment.

Please ensure you check the timesheet hours AND any expenses that have been entered before approving. Temporary workers must provide you with a breakdown of their expenses and relevant receipts before entering their claim onto their timesheet.

During periods of holiday or absence timesheets can be diverted to another manager for approval so please either instruct your temporary worker who to select as an approver in your absence or speak to a member of the Pertemps Team who can manage this for you.

Invoicing

Invoice queries should be raised immediately with **PurchaseLedger.PRP@pertemps.co.uk**. If you are satisfied an invoice is correct please approve it for payment as soon as possible.

Leavers

Timely notification of an order ending helps us to retain high quality temporary workers in the council as we are able to identify new assignments for them before they seek alternative work elsewhere. Additionally, we are keen to receive feedback on our workers so by notifying our Pertemps Team of all leavers, either by telephone on **01926 316400** or by email to **Warwickshire@pertemps.co.uk**, this will trigger an end of assignment evaluation form which when completed will provide invaluable feedback for Pertemps and WCC.

Permanent RECRUITMENT

If you are having a problem finding suitable candidates for permanent roles we are able to assist at on very competitive fees recently negotiated with WCC.

In the first instance please contact WCC Resourcing Team on **recruitment@warwickshire.gov.uk** or call **01926 418125**



RECOMMENDATIONS and Referrals

If you know of anybody who is interested in working at WCC on a temporary basis you can send us an email at **Warwickshire@pertemps.co.uk** or call us on **01926 316400**